

# Keep Personal Information Confidential--Fill Out & Return



## UTILITY ACCOUNT CONFIDENTIALITY REQUEST

The Water Department is a City of Wylie-owned and government operated utility ("Water Department"); therefore, your water bill account information is considered public record under the Texas Public Information Act. However, Texas Utilities Code, Chapter 182, as amended, allows water customers to request that personal information (address, telephone number, and social security number) and any information relating to the volume or units of water usage or the amounts billed to or collected from the individual be kept confidential.

The request for confidentiality must be submitted in writing using this form or by submitting a separate letter. Once the request is received and processed, the Water Department will not release confidential information for that customer except to:

- 1) An official or employee of the state, a political subdivision of the state, or the United States acting in an official capacity;
- 2) An employee of a utility acting in connection with the employee's duties;
- 3) A consumer reporting agency;
- 4) A contractor or subcontractor approved by and providing services to the utility, the state, a political subdivision of the state, or the United States;
- 5) A person for whom the customer has contractually waived confidentiality for personal information; or
- 6) Another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

**Although you may have completed a form similar to this one, the Water Department requests that you complete this form in order to ensure that the City can protect information you wish to remain confidential.**

You may rescind your request for confidentiality by providing the Water Department written permission to disclose your personal information. A government-operated utility or an officer or employee of a government-operated utility is immune from civil liability for a violation of Texas Utilities Code, Subchapter B.

If you wish to request confidentiality, please complete and return this form to the Water Department. If you have any questions, please call (972) 516-6100. Information may not be kept confidential unless and until this completed and signed form is received and processed by the Water Department.

- ☐ I hereby request that all personal information (address, telephone number, and social security number), and any information relating to the volume or units of water usage or the amounts billed to or collected from be kept confidential.

Customer Name

Customer Signature

Date

Service Address

Telephone Number

The following people may get information about my account:

	Name	Relationship	Place of Residence
1)			
2)			
3)			

**Please return to: City of Wylie Water Department, 300 Country Club Drive #100, Wylie, TX 75098, fax to (972) 516-6143, or scan and email to [utility@wylietexas.gov](mailto:utility@wylietexas.gov)**

FOR OFFICE USE ONLY

Received Date: \_\_\_\_\_ Input By: \_\_\_\_\_ Scan Date: \_\_\_\_\_